

Enterprise Incident Report

As of 10/4/2010

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
AGRC	9 0	1 0	10 0
Customer Company Total	9 0	1 0	10 0

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Initial Response		
	Low	Medium	MIR Total
AGRC	9	1	10
	1	0	1
Customer Company Total	9	1	10
	1	0	1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	Low	Medium	ATTIR Total
AGRC	9 0.31	1 0.59	10 0.34
Customer Company Total	9 0.31	1 0.59	10 0.34

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	Low	Medium	MR Total
AGRC	9	1	10
	2	0	2
Customer Company Total	9	1	10
	2	0	2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
AGRC	9 10.88	1 0.59	10 9.79
Customer Company Total	9 10.88	1 0.59	10 9.79

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Detail

INC000000171967	Matt Peters	Server	Performance	None		TIR Missed: No	TIR:	60.49
Capitol Hosting		Shawn Lowry	AGRC	Low	Closed	TTR Missed: Yes	TTR:	60.49
INC000000181396	Matt Peters	None	None	None		TIR Missed: No	TIR:	25.28
Capitol Desktop Support		Brian Bintz	AGRC	Low	Closed	TTR Missed: Yes	TTR:	25.28
INC000000185848	Michael Foulger	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	1.62
Capitol Desktop Support		Brian Bintz	AGRC	Low	Closed	TTR Missed: No	TTR:	1.62
INC000000187492	David Buell	Network	Error	None		TIR Missed: No	TIR:	2.72
Capitol Hosting		Curtis Parker	AGRC	Low	Closed	TTR Missed: No	TTR:	2.72
INC000000191522	Matt Peters	Server	None	None		TIR Missed: No	TIR:	0.19
Capitol Hosting		Dale Hicks	AGRC	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000192292	Hussein Yazdani	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	1.60
Capitol Desktop Support		Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	TTR:	1.60
INC000000193131	Matt Peters	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.30
Network Operations		John Stevens	AGRC	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000194043	Matt Peters	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000195646	Cindy Clark	Network	Error	None		TIR Missed: No	TIR:	0.59
Capitol Hosting		Conn Peterson	AGRC	Medium	Resolved	TTR Missed: No	TTR:	0.59
INC000000197080	Cindy Clark	Network	Error	None		TIR Missed: No	TIR:	0.24
Capitol Desktop Support		Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	TTR:	0.24